

# MASIPALA WASE **THEEWATERSKLOOF** MUNICIPALITY MUNICIPALITY

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## HOOFKANTOOR/HEAD OFFICE

Navrae/Enquiries/Imibuzo  
**Ms J J Smith**

Verw. No. / Ref. Nr. / Inom.yesal.  
**28 May 2019**

**Villiersdorp Business Forum**  
**19 Main Street**  
**Villiersdorp**  
**6848**  
**Chairperson: Erhardt Engelbrecht**

Dear Sir/Madam

Your comments and objections were considered and we wish to respond as follows:

The reconnection fees arise when a debtor is guilty of the non-payment of the municipal services account and the services are subsequently disconnected in order for them to legally comply with their agreement with the municipality.

The fee is calculated to cover the operational and administrative costs, which are strictly applied in line with the credit control process that is reviewed and approved annually by the Council.

The objective of the fee is also to discourage non-payment and embed a sound culture of regular monthly payments, as was originally assumed during the connection of municipal services.

Sufficient time is given to each debtor, as non-payment is only indicated from the second billing month and after notification the debtor still has 14 days to settle the overdue amount.

Should a services account holder's financial position not enable them to comply with their agreement every month, the municipality has two alternative options:

1. The conclusion of a repayment arrangement that falls within the debtor's capacity to pay and that is in accordance with the minimum requirements of the approved policy.
2. If eligible, the debtor may apply for an indigent subsidy in terms of the requirements of the approved policy.

The proposed reconnection fees for defaulters are as follows.

Electricity:

<b>7,6</b>	<b>Defaulters Fee</b>			
<b>(a)(i)</b>	On non-payment (Payable on disconnection list date)	R 196,78	R 29,52	R 226,30
<b>(ii)</b>	<b>After hours/Saturdays:</b>	R 523,74	R 78,56	R 602,30
<b>(iii)</b>	<b>Sundays/Public Holidays:</b>	R 783,39	R 117,51	R 900,90
<b>(b)(i)</b>	Unblocking of Prepaid meters	R 196,78	R 29,52	R 226,30
<b>(ii)</b>	<b>After hours/Saturdays:</b>	R 523,74	R 78,56	R 602,30
<b>(iii)</b>	<b>Sundays/Public Holidays:</b>	R 783,39	R 117,51	R 900,90

Water:

<b>16,17</b>	<b>Defaulters Fees</b>			
	Where the consumer is on the disconnection list, the following fees are payable:			
<b>(a)</b>	Deposit			
<b>(i)</b>	Non domestic	R 2 561,00		R 2 561,00
<b>(b)(i)</b>	Defaulters fee {In addition to 16.17(a)}	R 223,48	R 33,52	R 257,00
<b>(ii)</b>	<b>After hours/Saturdays:</b>	R 636,61	R 95,49	R 732,10
<b>(iii)</b>	<b>Sundays/Public Holidays:</b>	R 952,35	R 142,85	R 1 095,20

We thank you for your comment and wish to assure you that the authority is doing everything in its power to improve sustainability and to minimise costs.

Yours sincerely

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**Mr G Matthyse**  
**Municipal Manager**